2012 Military Health System CONFERENCE



Jacksonville Kaizen Production System (JKPS)

New Vision for Maximizing Efficiencies in Health Care

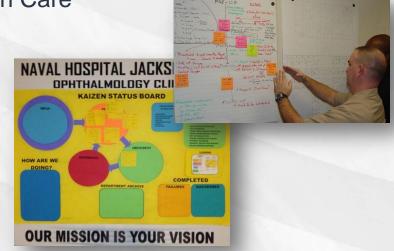
The MHS: Healthcare to Health

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Introduction



NH Jacksonville & JKPS

- Combines most powerful tools & methodologies with infrastructure needed to execute
 - Toyota Production System, Lean Six Sigma, industrial engineering, high-reliability & industry best practices (e.g., Virginia Mason)
- Evidenced-based process improvement system to drive clinical/administrative efficiencies
 - Addresses 7 wastes in health care
 - Overall goal: 20% reduction in operating costs

Methods - "Home-Grown"



OCT 2011: Kaizen
Council formed
(interdisciplinary forum
responsible for all
quality & safety
projects)

SEPT 2011: JKPS developed & JKPS Playbook established

SEPT 2011:

Departmental Kaizen officers named ("THE" JKPS drivers)

NOV 2011 to JAN 2012:
Command-wide training (2,500 civilian & military personnel at hospital & five branch health clinics in Florida/Georgia)

April 2011: Process
Transformation Team
established; evolved to Kaizen
Production Office (reporting
body)

Results

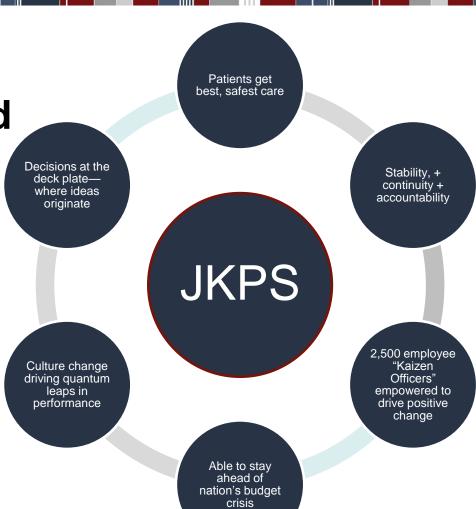


- Highlights since implementation:
 - 50 current projects (e.g., "one-stop" shopping for pre-op patients)
 - 29% increase in OR productivity (hospital)
 - 100% HEDIS tracking of diabetic patients = improved disease management (branch clinic)
 - \$500K savings in reduced computer/printer costs; annually \$1 million (command)
 - 20% reduction in wait times in Urology and improved patient flow (hospital)

Conclusions



Easily Replicated



Easily Exported